

APPENDIX A

Version of Claim Amendments with Markings to Show Changes Made

15. (Amended) The system of claim 11 , wherein the fulfillment system communicates with consumers using multiple transmission mediums.
16. (Amended) The system of claim 15, wherein the storing means further stores information relating to a consumers access to multiple transmission mediums.
17. (Amended) The system of claim 11, wherein each remote device comprises:
storing means for storing a set of previously broadcasted messages for a predetermined period of time.
18. (Amended) The system of claim 11, wherein the remote device is a set-top box.